

INDEX



Indiana Chronic Disease
Management Program
866-311-3101

September, 2006

Report Sequence	Report Number	ICDMP Select Monthly State Reporting
01	PS-ICDMP	Performance Standards
02	CDSR01	ICDMP Call Completion Report
03	CDCC01	ICDMP After Hours Call Tracking Report
04	CDCC02	ICDMP Call Center Status Report for Diseases Tracked
05	CDLB02	ICDMP Opt Out Reason Report
07	CDS01	ICDMP Program Monthly Statistics
08	CDS02	ICDMP Member Services Monthly Statistics
09	CDWEB	Monthly Website Activity for Indianacdmprogram.com
10	CDWEB Chart	Monthly Website Activity for Indianacdmprogram.com Chart





Indiana Chronic Disease Management Program Contractual Performance Standards (2006)



[Index](#)

<i>Education and Outreach</i>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
[7%] Abandonment rate	2%	2%	1%	2%	1%	1%	1%	1%	2%			
[0%] Busy rate	0%	0%	0%	0%	0%	0%	0%	0%	0%			
[100%] After-hours calls returned next business day. An answering machine (or service) must be available for after-hours calls.	100%	100%	100%	100%	100%	100%	100%	100%	100%			

<i>Web Sites</i>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
[99%] Availability of website	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Quarterly review and changes submitted with 10 days for approval	N/A	N/A	N/A	Redesign in Process	Redesign in Process	Redesign in Process	Redesign in Process	Redesign in Process	Redesign in Process			
Approved changes w/in 10 days	N/A	N/A	N/A	Redesign in Process	Redesign in Process	Redesign in Process	Redesign in Process	Redesign in Process	Redesign in Process			
Emergency changes made w/in 24 hours	N/A	N/A	N/A	Redesign in Process	Redesign in Process	Redesign in Process	Redesign in Process	Redesign in Process	Redesign in Process			

<i>Status Reports</i>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
[100%] Status reports sent 3 days prior to meeting	1/13/06 01/26/06	02/21/06	3/9/06 3/23/06	4/11/06 4/25/06	5/10/06 5/24/06	06/06/06 06/20/06	07/10/06 07/24/07	08/07/06 08/21/06	09/11/06 09/25/06			
[100%] Monthly program reports submitted w/in 10 business days	03/19/06	03/14/06	04/17/06	05/15/06	06/14/06	07/17/06	08/14/06	09/15/06	10/16/06			

* New Reports in Process



**Indiana Chronic Disease
Management Program**

866-311-3101

[Back To
Index](#)

**Indiana Chronic Disease Management Program Call Completion Report
October '05 thru September '06**

	October	November	December	January	February	March	April	May	June	July	August	September
Calls Incomplete	0	0	0	0	0	0	0	N/A*	N/A*	0	0	N/A*
Calls Complete	643	879	465	515	514	794	362	N/A*	N/A*	938	476	N/A*
Total Calls	643	879	465	515	514	794	362	N/A*	N/A*	938	476	N/A*
% Complete	100%	100%	100%	100%	100%	100%	100%	N/A*	N/A*	100%	100%	N/A*

* The telephone vendor was not able to produce the required data by the deadline of the report.





**Indiana Chronic Disease
Management Program**

866-311-3101

[Back To
Index](#)

**After Hours Call Tracking Report
October '05 thru September '06**

	October	November	December	January	February	March	April	May	June	July	August	September
# of Calls Received	4	11	1	3	7	1	7	10	6	0	1	2
# Answered by Phone	4	11	1	3	5	1	5	8	6	0	1	2
# Answered by Letter	0	0	0	0	0	0	0	0	0	0	0	0
# No Contact Possible	0	0	1	0	2	0	2	2	0	0	0	0
# Contacted Next Business Day	4	11	1	3	7	1	7	10	6	0	1	2
% Contacted Next Business Day	100%	100%	100%	100%	100.0%	100%	100%	100%	100%	NA	100%	100%





Indiana Chronic Disease
Management Program

866-311-3101

Call Center Status Report for Diseases Tracked
January 2006 - December 2006

[Back To
Index](#)

Diseases Identified by Members' Requests	January	February	March	April	May	June	July	August	September	October	November	December	Totals for Disease
Osteoarthritis	0	0	1	6	5	5	1	0	2	0	0	0	20
Chronic Obstructive Pulmonary Disease (COPD)	2	0	0	7	2	8	2	0	0	0	0	0	21
Hypertension	0	0	0	0	0	0	0	0	0	0	0	0	0
Fibromyalgia	0	0	0	1	1	2	1	0	0	0	0	0	5
Vertigo	0	0	0	0	0	0	0	0	0	0	0	0	0
Diverticulitis	0	0	0	0	1	0	0	0	0	0	0	0	1
Sleep Apnea	0	0	0	1	0	1	0	1	0	0	0	0	3
Interstitial Cystitis	0	0	0	0	0	0	0	0	0	0	0	0	0
Degenerative Disk Disease	0	0	0	1	0	2	0	0	0	0	0	0	3
Stomach Ulcers	0	0	0	0	0	0	0	0	0	0	0	0	0
Depression	1	0	0	0	1	0	1	0	0	0	0	0	3
Raynaud's Syndrome	0	0	0	0	0	0	0	0	0	0	0	0	0
Hepatitis	0	0	0	0	0	0	0	0	1	0	0	0	1
Neurogenic Bladder	0	0	0	0	0	0	0	0	0	0	0	0	0
Coronary Artery Disease	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypothyroidism	0	0	0	0	0	0	0	0	0	0	0	0	0
Post-polio Syndrome	0	0	0	0	1	0	0	0	0	0	0	0	1
Parkinson's Disease	0	0	0	0	0	1	0	0	0	0	0	0	1
Rheumatoid Arthritis	1	0	0	3	5	1	0	0	0	0	0	0	10
Testicular Cancer	0	0	0	0	0	0	0	0	0	0	0	0	0
Stroke	0	0	0	0	0	0	0	0	0	0	0	0	0
Dementia	0	0	0	0	0	0	0	0	0	0	0	0	0
Kidney Disease	0	0	0	0	0	0	0	1	0	0	0	0	1
Adult Asthma	1	0	0	3	0	0	1	0	0	0	0	0	5
Migraine	0	0	0	0	0	0	0	0	0	0	0	0	0

Hiatal Hernia	0	0	0	0	0	1	0	0	0	0	0	0	1
Anemia	0	0	0	0	0	0	1	0	0	0	0	0	1
GERD	0	0	0	0	0	1	0	0	0	0	0	0	1
Sarcoidosis	0	0	0	0	0	0	0	0	0	0	0	0	0
Endometrial Cancer	0	0	0	1	0	0	0	0	0	0	0	0	1
Fetal alcohol syndrome	0	0	0	0	0	0	0	0	0	0	0	0	0
Muscular Dystrophy	0	0	0	0	1	0	0	0	0	0	0	0	1
Renal Cancer	0	0	0	0	0	0	0	0	0	0	0	0	0
Osteoporosis	0	0	0	0	0	4	0	0	0	0	0	0	4
Meniere's Disease	0	0	0	0	0	0	0	0	0	0	0	0	0
Tinnitus	0	0	0	0	0	0	0	0	0	0	0	0	0
Gout	0	0	0	0	0	0	0	0	0	0	0	0	0
Acid reflux	0	0	0	0	1	1	0	0	0	0	0	0	2
Psoriasis	0	0	0	1	0	0	1	0	0	0	0	0	2
Cirrhosis	0	0	0	0	2	0	0	0	0	0	0	0	2
Epilepsy	0	0	0	0	0	0	1	0	0	0	0	0	1
Cleft palate	0	0	0	0	0	0	0	0	0	0	0	0	0
Neuritis	0	0	0	0	0	0	0	0	0	0	0	0	0
Syncope	0	0	0	0	0	0	0	0	0	0	0	0	0
Neuropathy	0	0	0	0	2	0	0	0	2	0	0	0	4
Lupus Erythematosus	0	0	0	0	0	2	2	0	1	0	0	0	5
Hyperlipedemia	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypotension	0	0	0	0	0	0	0	0	0	0	0	0	0
Staph infections	0	0	0	0	0	0	0	0	0	0	0	0	0
Cerebral Palsy	0	0	0	0	0	0	0	0	0	0	0	0	0
Chronic bronchitis	0	0	0	0	0	1	0	0	0	0	0	0	1
Pancreatitis	0	0	0	0	0	0	0	0	0	0	0	0	0
Deep Vein Thrombosis	0	0	0	0	0	0	0	0	0	0	0	0	0
Patent Ductus Arteriosus	0	0	0	0	0	0	0	0	0	0	0	0	0
Legionnaires' Disease	0	0	0	0	0	0	0	0	0	0	0	0	0
Alzheimer Disease	0	0	0	0	0	0	0	0	0	0	0	0	0
Breast Cancer	0	0	0	0	0	0	0	0	1	0	0	0	1
Schizophrenia	0	0	0	0	0	0	0	0	0	0	0	0	0

Glaucoma	0	0	0	1	1	0	0	0	0	0	0	0	2
Guillain-Barre Syndrome	0	0	0	0	0	0	0	0	0	0	0	0	0
Macular Degeneration	0	0	0	0	0	0	0	0	0	0	0	0	0
Addison's Disease	0	0	0	0	0	1	0	0	0	0	0	0	1
Miultiple Sclerosis	1	0	0	0	1	2	0	0	0	0	0	0	4
AIDS	0	0	0	0	1	0	0	0	0	0	0	0	1
W-P-W Syndrome	0	0	0	0	0	0	0	0	0	0	0	0	0
Mitral regurgitation	0	0	0	0	0	1	0	0	0	0	0	0	1
Pulmonary hypertension	0	0	0	0	0	1	0	0	0	0	0	0	1
Spinal stenosis	0	0	0	0	0	1	0	0	0	0	0	0	1
Acromegaly	0	0	0	0	0	1	0	0	0	0	0	0	1
Black Lung	0	0	0	0	0	0	1	0	0	0	0	0	1
MRSA	0	0	0	0	0	0	0	0	0	0	0	0	0
Autism	0	0	0	0	0	0	0	0	0	0	0	0	0
TMJ	0	0	0	0	0	0	0	0	0	0	0	0	0
Leg amputation	0	0	0	0	0	0	0	0	0	0	0	0	0
Cystic Fibrosis	0	0	0	0	0	0	0	0	0	0	0	0	0
Crohn's Disease	0	0	0	1	1	1	0	0	0	0	0	0	3
Pancreatic Cancer	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypoglycemia	0	0	0	0	0	0	0	0	0	0	0	0	0
Lung Cancer	0	0	0	0	0	1	0	0	0	0	0	0	1
Tuberculosis	0	0	0	0	0	0	0	0	0	0	0	0	0
Bell's Palsy	0	0	0	0	0	0	0	1	0	0	0	0	1
Scoliosis	0	0	0	0	0	0	0	0	0	0	0	0	0
Myasthenia gravis	0	0	0	0	0	1	0	0	0	0	0	0	1
Restless Leg Syndrome	0	0	0	0	0	0	0	0	0	0	0	0	0
Gastroparalysis	0	0	0	0	0	0	0	0	0	0	0	0	0
Spondylosus	0	0	0	0	0	0	0	0	0	0	0	0	0
Tendonitis	0	0	0	0	0	0	0	0	0	0	0	0	0
Pulmonary Edema	0	0	0	1	0	0	0	0	0	0	0	0	1
Chronic Pain	0	0	0	1	1	0	0	0	0	0	0	0	2
Adrenal Carcinoma	0	0	0	1	0	0	0	0	0	0	0	0	1
Hemophilia	0	0	0	0	0	0	0	0	0	0	0	0	0
Obesity	0	0	0	0	0	0	0	0	0	0	0	0	0
Aneurysm	0	0	0	0	0	0	0	0	0	0	0	0	0

Bone cancer	0	0	0	0	1	0	0	0	0	0	0	0	1
Legg-Calve-Perthes Disease	0	0	0	0	0	0	0	0	1	0	0	0	1
Bipolar Disorder	0	0	0	0	0	0	0	0	0	0	0	0	0
Chronic Back Problems	0	0	1	0	0	0	0	0	0	0	0	0	1
Totals for Month:	6	0	2	29	28	40	12	3	8				
Totals Accumulative:	6	6	8	37	65	105	117	120	128				





Indiana Chronic Disease
Management Program
866-311-3101

Report inactive after September 2005

[Back To
Index](#)

Monthly Opt Out Tracking Report
October '04 thru September '05

	October	November	December	January	February	March	April	May	June	July	August	September
# Disenroll Due to Network Limitations	21	19	3	5	7	2	2	1	10	19	10	6
# Members Deceased	17	5	8	10	15	31	11	2	4	6	2	2
# Refused to Participate	116	81	39	107	14	16	17	37	59	51	68	58
# Members Denies Dx-CHF	53	7	1	13	7	30	5	12	6	70	46	11
# Members Denies Dx-DM	10	108	49	82	21	7	1	8	25	87	195	23
# No Longer Eligible –Hoosier Healthwise	40	37	20	75	26	10	10	12	3	4	2	1
# No Longer Eligible –Medicaid Select	50	64	72	84	22	32	12	19	15	29	18	15
# Member on Spend Down	64	70	22	31	20	44	15	11	56	148	35	11
# Members in RBMC Network	36	55	27	35	18	13	28	8	32	68	21	37
# Members Denies Dx-CHF/DM	99	85	38	81	18	42	10	13	24	85	32	8
# Members Denies Dx-Asthma	10	17	12	12	1	7	5	3	10	1	0	12
# MHS Pediatric Asthma members	21	3	3	0	0	1	0	0	0	0	0	0
# Harmony Pediatric Asthma members	7	0	1	1	0	0	0	0	0	0	0	0
# MDWise pediatric Asthma members	5	4	4	0	1	0	0	0	0	0	0	0
Member disenrolled due to Waiver	7	1	1	1	2	3	4	2	9	7	4	2
# Disenroll due to Ward/Foster	0	0	6	1	1	2	1	0	8	0	1	2
Member Incarcerated/In Prison	0	0	0	0	0	0	0	0	0	0	0	0
#Members Denies Dx-DM/CHF/HTN	0	0	0	0	0	0	0	0	0	0	0	2
#Members Denies Dx-DM/HTN	0	0	0	0	0	0	0	0	0	0	0	25
# Members Denies Dx-HTN	0	0	0	0	0	0	0	0	0	0	0	2
Member Resides in Residential Facility	50	26	10	22	6	15	6	10	21	55	28	7
Total for Month:	606	582	316	560	179	255	127	138	282	630	462	224
Total for Past 12 Months:	606	1188	1504	2064	2243	2498	2625	2763	3045	3675	4137	4361





**Indiana Chronic Disease
Management Program**

866-311-3101

**Opt Out Reason
September, 2006**

[Back To
Index](#)

	January	February	March	April	May	June	July	August	September	October	November	December
# Refused to Participate	35	27	73	134	228	100	132	72	33			
#Members Denies DM/CHF/HTN/CVD	0	0	0	0	0	1	1	0	0			
# Members Denies DM/CHF/HTN	8	0	11	1	2	2	4	1	2			
# Members Denies DM/CHF/CVD	0	0	0	0	0	3	1	0	0			
# Members Denies DM/CHF	3	1	0	0	0	4	0	1	0			
# Members Denies DM/HTN	70	52	38	158	125	15	13	23	28			
# Members Denies DM/HTN/CVD	0	0	0	0	0	12	0	6	3			
# Members Denies DM/CVD	0	0	0	0	0	2	0	0	0			
# Members Denies CHF/CVD	0	0	0	0	0	23	1	3	1			
# Members Denies CVD	0	0	0	0	0	131	226	43	7			
# Members Denies DM	33	15	15	25	375	30	11	15	6			
# Members Denies CHF	52	30	74	55	45	25	4	4	32			
# Members Denies Asthma	20	31	34	4	176	33	11	3	2			
# Members Incarcerated	1	0	0	2	2	2	1	0	2			
Total:	222	156	245	379	953	383	405	171	116			





**Indiana Chronic Disease
Management Program**

866-311-3101

**Non-Eligible Reason
April 2005 thru March 2006**

[Back To
Index](#)

	April	May	June	July	August	September	October	November	December	January	February	March
Deceased	11	2	4	6	2	2	1	ND	ND	ND	ND	ND
LOC	6	10	21	55	28	7	ND	ND	ND	ND	ND	ND
Spend down Program	15	11	56	148	35	11	ND	ND	ND	ND	ND	ND
RBMC	28	8	32	68	21	37	10	ND	ND	ND	ND	ND
Waiver Program	4	2	9	7	4	2	ND	ND	ND	ND	ND	ND
Ward/Foster Care	1	0	8	0	1	2	ND	ND	ND	ND	ND	ND
590	0	0	0	0	0	0	ND	ND	ND	ND	ND	ND
Non-Eligible Hoosier Healthwise	10	12	3	4	2	1	ND	ND	ND	ND	ND	ND
Non-Eligible Medicaid Select	12	19	15	29	18	15	ND	ND	ND	ND	ND	ND
Total:	87	64	148	317	111	77	11	0	0	0	0	0





	April	May	June	July	August	Sept
MEMBERS						
OVERALL PROGRAM STATISTICS						
TOTAL ELIGIBLE MEMBERS CURRENTLY ENROLLED IN ICDMP *	23,498	23,186	27,171	26,460	26,039	27,899
Members with Congestive Heart Failure *	3,836	3,771	1,991	1,913	1,875	2,217
Members with Diabetes *	6,023	5,928	5,076	4,905	4,781	5,321
Members with CVD*	NA	NA	3,936	3,745	3,655	3,620
Members with both CHF and CVD*	NA	NA	1,837	1,874	1,840	1,872
Members with both Diabetes and CVD*	NA	NA	886	897	900	912
Members with both CHF and Diabetes *	690	741	464	438	419	439
Members with both Diabetes and HTN*	8,561	8,340	5,620	5,538	5,288	6,057
Members with both CHF, Diabetes and HTN *	1,794	1,793	675	643	635	766
Members with Diabetes, CHF, HTN and CVD*	NA	NA	1,090	1,079	1,077	1,082
Members with Diabetes, CHF and CVD*	NA	NA	278	295	308	315
Members with Diabetes, HTN and CVD*	NA	NA	2,637	2,537	2,573	2,587
Members with Asthma *	2,590	2,573	2,677	2,595	2,685	2,708
TOTAL NON-ELIGIBLE MEMBERS ENROLLED IN ICDMP **	53,368	54,732	55,117	55,913	56,425	56,942
NEWLY ENROLLED MEMBERS (PCCM) FROM CALL CENTER	4	0	0	0	0	0
Newly Enrolled Members with Congestive Heart Failure *	1	0	0	0	0	0
Newly Enrolled Members with Diabetes *	0	0	0	0	0	0
Newly Enrolled Members with both CHF and Diabetes *	1	0	0	0	0	0
Newly Enrolled Members with DM/CHF/HTN *	0	0	0	1	0	0
Newly Enrolled Members with DM/HTN *	2	0	0	0	0	0
Newly Enrolled Members with DM, CHF, HTN and CVD*	0	0	0	0	0	0
Newly Enrolled Members with DM, CHF and CVD*	0	0	0	0	0	0
Newly Enrolled Members with DM, HTN and CVD*	0	0	0	0	0	0
Newly Enrolled members with both DM and CVD*	0	0	0	0	0	0
Newly Enrolled Members with both CHF and CVD*	0	0	0	0	0	0
Newly Enrolled Members with CVD*	0	0	0	0	0	0
Newly Enrolled Members with Asthma *	0	0	0	0	0	0
CALL SCRIPT ACTIVITIES *						
INITIAL ASSESSMENT						
Total completed DM / CHF / CVD	70	792	1,133	816	106	248
Total completed DM / CHF / HTN / CVD	306	223	49	52	46	285
Total completed Asthma	108	163	38	3	6	6
HTN FOCUS CALL						
Total Completed HTN	2,098	845	327	143	249	114

	April	May	June	July	August	Sept
FIRST CARE FOLLOW-UP ASSESSMENTS						
Total Completed DM / CHF / CVD	61	453	245	84	264	230
Total Completed DM / CHF / HTN / CVD	0	0	0	927	542	46
Total Completed Asthma	2	21	36	16	28	17
SECOND CARE FOLLOW-UP ASSESSMENTS						
Total Completed DM / CHF / CVD	76	461	87	2	6	3
Total Completed DM / CHF / HTN / CVD	0	0	0	0	0	0
Total Completed Asthma	0	0	0	0	0	0
THIRD CARE FOLLOW-UP ASSESSMENTS						
Total Completed DM / CHF / CVD	NA	NA	NA	NA	NA	NA
Total Completed DM / CHF / HTN / CVD	NA	NA	NA	NA	NA	NA
Total Completed Asthma	NA	NA	NA	NA	NA	NA
FOURTH CARE FOLLOW-UP ASSESSMENTS						
Total Completed DM / CHF / CVD	NA	NA	NA	NA	NA	NA
Total Completed DM / CHF / HTN / CVD	NA	NA	NA	NA	NA	NA
Total Completed Asthma	NA	NA	NA	NA	NA	NA
GRADUATE ASSESSMENTS						
Total Completed First Graduate Assessment DM/CHF/HTN/CVD	NA	NA	NA	NA	NA	NA
Total Completed First Graduate Assessment Asthma	NA	NA	NA	NA	NA	NA
Total Completed Second Graduate Assessment DM/CHF/HTN/CVD	NA	NA	NA	NA	NA	NA
Total Completed Second Graduate Assessment Asthma	NA	NA	NA	NA	NA	NA
TOTAL ADDITIONAL CALL SCRIPT ACTIVITIES ***	7,746	13,011	9,074	7,633	4,948	4,963
MISCELLANEOUS						
Number low-risk members escalated to Nurse Care Managers	2	3	0	4	6	1

	April	May	June	July	August	Sept
Number high-risk members transitioned back to Nurse Care Managers	0	0	0	0	0	0
Number Nurse Care Managers Graduates	71	50	89	45	25	44
Number PCCM members opted out	379	953	383	405	171	116
Number MCO members opted out	NA	NA	NA	NA	NA	NA
Number Call Center members opted in	14	19	7	6	3	1
Number NCM members opted in	1	3	14	1	1	0
MAILINGS						
CHF 1; Welcome 1	39	36	NA	NA	NA	NA
CHF 2; Welcome 2	51	20	NA	NA	NA	NA
DM 1; Welcome 1	24	640	NA	NA	NA	NA
DM 2; Welcome 2	4	565	NA	NA	NA	NA
DM / CHF 1; Welcome 1	9	66	NA	NA	NA	NA
DM / CHF 2; Welcome 2	1	2	NA	NA	NA	NA
DM / CHF / HTN: Welcome 1	30	37	NA	NA	NA	NA
DM / CHF / HTN: Welcome 2	6	10	NA	NA	NA	NA
DM / HTN 1: Welcome 1	211	199	NA	NA	NA	NA
DM / HTN 1: Welcome 2	75	153	NA	NA	NA	NA
Asthma; Welcome 1	111	166	NA	NA	NA	NA
Welcome 1 ****	NA	NA	1,267	866	164	545
Welcome 2 ****	NA	NA	141	606	70	88
Asthma; Welcome 2	15	95	NA	NA	NA	NA
DM Education Materials	243	1,149	247	1,642	221	40
CHF Education Materials	183	305	210	259	26	10
CVD Education Materials	NA	NA	13	470	27	0
HTN Education Materials	2,115	879	339	309	322	112
Asthma education materials	290	269	209	126	98	28
HELPDESK ACTIVITY						
Total number of calls	84	89	66	90	85	43
Total number of calls completed	84	68	57	71	93	47
Number of Care Coordinator Issues	51	65	38	68	66	32



ICDMP MEMBER SERVICES MONTHLY STATISTICS 2006

TOTAL CALL CENTER	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
Total number of calls received	839	1,219	944	777	525	529
Total number of calls answered	816	1,196	937	766	518	513
Total calls abandoned between 8:00 A.M. & 7:00 P.M.	15	16	6	10	7	13
<i>Abandoned Call Rate</i>	2%	1%	1%	1%	1%	2%
Average length per call (in minutes)	9:10	9:14	8:59	9:22	8:25	8:17
Average wait time for answered calls	0:12	0:11	0:12	0:13	0:12	0:13
Average wait time for abandoned calls	0:39	0:50	0:23	2:07	0:10	1:10

CARE COORDINATOR

Total number of calls handled	9,939	15,095	11,722	9,779	9,345	7,299
Total number of outgoing calls	9,165	13,955	10,827	9,043	8,858	6,803
Total number of calls received	797	1,162	902	747	492	512
Total number of calls answered	774	1,140	895	736	487	496
Total calls abandoned between 8:00 A.M. & 7:00 P.M.	15	15	6	10	6	13
Member Calls	659	978	760	625	381	396
Spanish Calls	15	21	14	10	8	3
Nurse Care Managers Call	100	141	121	101	98	97
<i>Abandoned Call Rate</i>	2%	1%	1%	1%	1%	3%
Average length per call (in minutes)	9:13	9:20	9:07	9:25	8:45	8:25
Average wait time for answered calls	0:12	0:11	0:12	0:13	0:13	0:13
Average wait time for abandoned calls	0:39	0:47	0:23	2:07	0:07	1:10

PROVIDER

Total number of calls received	42	56	42	30	33	17
Total number of calls answered	42	55	42	30	31	17
Total calls abandoned between 8:00 A.M. & 7:00 P.M.	0	1	0	0	1	0
<i>Abandoned Call Rate</i>	0%	2%	0%	0%	3%	0%
Average length per call (in minutes)	8:23	7:28	6:11	8:06	3:23	4:38
Average wait time for answered calls	0:11	0:08	0:08	0:09	0:09	0:09
Average wait time for abandoned calls	0:00	1:36	0:00	0:00	0:27	0:00

HELPPDESK FOR NURSE CARE MANAGERS

Total number of calls received	0	1	0	0	0	0
Total number of calls answered	0	1	0	0	0	0
Total calls abandoned between 8:00 A.M. & 7:00 P.M.	0	0	0	0	0	0
<i>Abandoned Call Rate</i>	0%	0%	0%	0%	0%	0%
Average length per call (in minutes)	0:00	0:44	0:00	0:00	0:00	0:00
Average wait time for answered calls	0:00	0:13	0:00	0:00	0:00	0:00
Average wait time for abandoned calls	0:00	0:00	0:00	0:00	0:00	0:00



**Indiana Chronic Disease
Management Program**

866-311-3101

[Back To
Index](#)

**Monthly Website Activity for
Indianacdmpprogram.com
September, 2006**

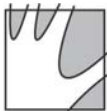
Location	Page Title	Total Hits
Indianacdmpprogram.com	Entire Site <i>(Total # of hits for the entire website)</i>	4614
	HomePage	423
CDMS Users Page	CDMS Users HomePage	67
	Chronicnewsrelease.pdf	68
	CDMS Users HelpDesk Information	26
	Secure E-Mail User Screens (PDF)	22
	CDMS NCM Training Manual Revised 04-14-04 (PDF)	18
	CDMS Password Request Sheet (PDF)	17
	CDMS Physician User Manual (PDF)	17
	CDMS Enterprise Manual (PDF)	15
	Chronic Condition Reports Draft Documentation (PDF)	14
	HIPAA secure e-mail ext user guide (PDF)	13
	Welcome Clip (AVI)	9
	Directions for Exporting CDMS Data Using the Generic Query (PDF)	9
	Login and Password (AVI)	9
	allergies (AVI)	5
	collaborative reporting (AVI)	5
	Notes and Templates (AVI)	3
	First Screen Overview (AVI)	2
	generic query engine (AVI)	2
	adding patient (AVI)	2
	Allergies and sensitivities (AVI)	2
	Family Hx (AVI)	2
	F-incdms60407 (WRF)	2
	Use of a worksheet (AVI)	1
	Search and Sched (AVI)	1
	hospitalizations (AVI)	1
	F-CDMS 9-15 (WRF)	0
	F-INCDMS50212 (WRF)	0
	CDMS NCM Manual Revised (PDF)	0
	Pework and Installation (AVI)	0
	F-in1028 (WRF)	0
	F-INCDMS1117 (WRF)	0
	F-incdms40108 (WRF)	0
	AVI Test Page	0
Provider Page	Welcome to the ICDMP Provider's Page	117
	Diabetes Menu	90
	138 School Contract (PDF)	55
	Asthma Menu	46
	Hypertension	42
	CHF Menu	38
	Dust Avoidance	36
	116 Breathe Easier - Asthma Overview (PDF)	35
	Referral Forms	35
	Clinical Resources Page	31

Provider Page Continued	Indiana Chronic Disease Management Collaborative Charter (PDF)	29
	Community Resources Page	27
	111 Asthma Action Plan (PDF)	25
	117 Breathe Easier - Inhaled Corticosteroids (PDF)	25
	Asthma Overview	24
	Cardiovascular Disease	24
	119 Breathe Easier - Quick Relief Bronchodilators (PDF)	23
	DMF Flowsheet (PDF)	20
	Spanish Asthma action plan (PDF)	20
	112 Asthma Self Management Goals (Children nine years and younger) (PDF)	18
	118 Breathe Easier - Oral Corticosteroids (PDF)	18
	131 Breathe Easier - Mold Avoidance (PDF)	18
	CVD Guidelines (PDF)	18
	Inhaled Corticosteroids	18
	Oral Corticosteroids	18
	113 Asthma Self Management Goals (Children ten years and older) (PDF)	17
	114 Asthma Self Management Plan (PDF)	17
	115 Asthma Checklist (PDF)	17
	My Diabetes Self Management Plan (PDF)	17
	134 Breathe Easier - Asthma and Exercise (PDF)	16
	DIABETES SELF management- update 2005 (PDF)	16
	Quick Relief Bronchodilators	16
	125 Breathe Easier - Correct Use of Metered Dose Inhaler wi (PDF)	15
	105 Asthma Pitfalls (PDF)	14
	Mold Avoidance	14
	108 Asthma Flow Sheet (PDF)	13
	110 Asthma Initial Visit Form (PDF)	13
	114.1 Asthma Self Management Plan (Spanish) (PDF)	13
	120 Breathe Easier - Long Acting Bronchodilators (PDF)	13
	133 Health Department Smoking Cessation Materials (PDF)	13
	136 Educational Rights for Children with Asthma (PDF)	13
	204 Diabetes Consensus Guidelines (PDF)	13
	Montelukast	13
	121 Breathe Easier - Correct Use of Aerosolized Medications (PDF)	12
	128 Breathe Easier - Peak Flow Meter (PDF)	12
	135 Breathe Easier - Relaxation Methods (PDF)	12
	137 How Asthma-Friendly is Your School (PDF)	12
	Asthma and Exercise	12
	Peak Flow Meter	12
	Referral Form (PDF)	12
	103 Stepwise Approach (PDF)	11
	106 Special Conditions that May Impact Asthma (PDF)	11
	122 Breathe Easier - Correct Use of Diskus Inhaler (PDF)	11
	126 Breathe Easier - Correct Use of Pulmicort Turbuhaler (PDF)	11
	127 Breathe Easier - Montelukast (PDF)	11
	Animal Allergy	11
	Correct Use of Diskus Inhaler	11
	Long-Acting Bronchodilators	11
	112.1 Asthma Self Management Goals (Children nine years and younger) (PDF)	10

Provider Page Continued	CHF Flowsheet (PDF)	10
	CHF SELF Management tool (PDF)	10
	Correct Use of Aerosolized Medications	10
	DIABETES SELF management- update 2005 in spanish (PDF)	10
	Relaxation Methods	10
	113.1 Asthma Self Management Goals (Children ten years and older) (PDF)	9
	124 Breathe Easier - Correct Use of Metered Dose Inhaler wi (PDF)	9
	130 Breathe Easier - Dust Avoidance (PDF)	9
	Correct Use of Pulmicort Tubuhaler	9
	Secondhand Smoke and Children	9
	102 Long-Term Controller Agents (PDF)	8
	123 Breathe Easier - Correct Use of Metered Dose Inhaler (PDF)	8
	129 Breathe Easier - Animal Allergy (PDF)	8
	132 Breathe Easier - Secondhand Smoke and Children (PDF)	8
	CHF Consensus Guidelines May 2003 (PDF)	7
	Correct Use of Meter-Dose Inhaler	7
	My CHF Self Management Plan (PDF)	7
	My Diabetes Self Management Plan (Spanish) (PDF)	7
	Correct Use of Metered-Dose Inhaler With Spacer and Mask	6
	109 Asthma Maintenance Visit Form (PDF)	5
	107 NAEPP Expert Panel Report (PDF)	4
	CHF SELF Management goals in spanish (PDF)	4
	Member Education Materials	4
	My CHF Self Management Plan (Spanish) (PDF)	4
	Diabetes Consensus Guidelines (PDF)	3
	Correct use of Meter-Dose Inhaler with Spacer and Mouthpiece	2
	101 Asthma Physician Tool Kit Table of Contents (DOC)	0
	104 Case Study (PDF)	0
	ICDMP PMP-MCO Request to Enroll New Member in ICDMP (Draft) (PDF)	0
	Provider/PDF/phycard.pdf	0
	Why does this initiative deserve your attention	0
Member Page	Member's HomePage	94
	ICDMP Asthma Page	79
	High Blood Pressure	72
	Contact Us Page	64
	Kids Activities	54
	ICDMP Congestive Heart Failure	48
	Blood Pressure Log (PDF)	42
	ICDMP Diabetes Page	42
	Foot Problems	40
	Diabetic Focused Meals	38
	Foot Problems (PDF)	34
	Medications (PDF)	33
	Cardiovascular Disease Page	30
	Seven Ways to Control Your High Blood Pressure (PDF)	29
	Heart Focused Meals	28
	Foods High In Sodium (PDF)	28
	Aim For a Healthy Body Weight (PDF)	26
	Label Ease (PDF)	25

Member Page Continued	Weight Log (PDF)	21
	Aim for a Healthy Body Weight	20
	Seven Ways to Control your Blood Pressure	19
	Increasing Lifestyle Activity	19
	Patient Medication Records (PDF)	19
	Cutting The Salt (PDF)	18
	The Healthy Heart Guidelines (PDF)	18
	The Stages Of Change (PDF)	18
	Test and Goals for Each Appointment with your Doctor	18
	Basic Nutritional Guidelines For People With Diabetes (PDF)	18
	Hypertension	17
	Tests and Goals For Each Appointment With Your Doctor (PDF)	17
	Asthma Color Sheet (PDF)	17
	Developing An Exercise Program (PDF)	17
	A Few Things About Diabetes Medications (PDF)	17
	Warning Signs (PDF)	17
	Eye Problems (PDF)	16
	Vaccinations	16
	Increasing Lifestyle Activity (PDF)	16
	Cutting Salt	15
	Vaccinations (PDF)	15
	Eye Problems	14
	Food Diary (PDF)	14
	Nutrition Facts (PDF)	14
	Choosing a Heart Healthy Diet (PDF)	14
	Eating In Restaurant (PDF)	14
	PDFs 8-21-06/Diabetes Pill How They Work.pdf	13
	PDFs 8-21-06/Med Lifestyle.pdf	13
	7 ways (PDF)	13
	Taking Medications Correctly	13
	Developing and Exercise Program	13
	Basic Nutritional Guidelines for People with Diabetes	12
	Lower Levels Pledge (PDF)	12
	CVD Statin Meds (PDF)	11
	Fat In Your Blood (PDF)	11
	Healthy Heart Guidelines	11
	Taking Medications Correctly (PDF)	11
	PDFs 8-21-06/Ace Inhibitors.pdf	10
	PDFs 8-21-06/Diabetes Insuline How Works.pdf	10
	Under Construction	10
	A few things About Diabetes Medications	10
	PDFs 8-21-06/foods high in sodium.pdf	9
	Know Your Numbers (PDF)	9
	Fat In Your Food (PDF)	9
	The Stages of Change	9
	PDFs 8-21-06/eating in restaurants.pdf	8
	Tips To Reduce Stress (PDF)	8
	Types Of Fat In Food Spanish Version (PDF)	8
	PDFs 8-21-06/blood pressure log Sp.pdf	7
	PDFs 8-21-06/food diary.pdf	7
	PDFs 8-21-06/warning signs.pdf	7
	Member/PDF/Stress_Tips_Spanish.pdf	7
	Types Of Fat Spanish (PDF)	7
	Know Your Numbers Spanish (PDF)	7
	Member/PDF/Statin_Meds.pdf	6

Member Page Continued	PDFs 8-21-06/lower levels pledge.pdf	4
	PDFs 8-21-06/patient med record.pdf	4
	PDFs 8-21-06/Spanish Ace Inhib.pdf	2
	PDFs 8-21-06/Spanish_H2S.pdf	2
	PDFs 8-21-06/weight log.pdf	2
	Important Ways to Take Care of Your Health (PDF)	0
	Medications	0
	Tips To Reduce Stress Spanish Version (PDF)	0
Collaborative Participants Page	ICDMP Collaborative Participants HomePage	86
	Contact Lists	38
	Bodenheimer Article - Part 1 (2002) (PDF)	28
	Helping Hand Newsletter September 04 Issue	27
	Expectations of Care in Chronic Care Model (PDF)	26
	Shared Materials	25
	Helping Hand Newsletter October 04 Issue	21
	Helping Hand Newsletter August 04 Issue	21
	Collaborative Monthly Report (PDF)	20
	Chronic Care Model Change Package (PDF)	18
	CHF Report Template (XLS)	16
	Asthma Template Report (XLS)	16
	Aubert Article 1998 (PDF)	15
	PDSA Worksheet (PDF)	15
	Collaborative Team Self Assessment Scale (PDF)	14
	Collaborative/PDF/FSSAArticle1.7.pdf	13
	Diabetes Report Template (XLS)	12
	Collaborative Charter (PDF)	11
	Diabetes Report Card (PDF)	10
	Bodenheimer Article - Part 2 2002 (PDF)	9
	Rich Article (1999) (PDF)	8
	CHF Report Template - Key measures (PDF)	3
	Mini Report Card (PDF)	2



**Indiana Chronic Disease
Management Program**

866-311-3101

[Back To
Index](#)

Monthly Website Activity for Indianacdmprogram.com
September 2006

